



Department of Corrections & Rehabilitation

CAREER EXECUTIVE ASSIGNMENT  
JOB EXAMINATION ANNOUNCEMENT

JC-37155 – Ombudsman, Office of the Ombudsman, CEA Level A

Final Filing Date: 11/18/2016

**EQUAL OPPORTUNITY EMPLOYER**

The State of California is an equal opportunity employer that actively pursues and hires a diverse workforce. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, disability (mental or physical), gender identity or expression, genetic information, marital status, medical condition, military veteran status, national origin, political affiliation, pregnancy, race, religion or creed, sex, sexual orientation, or any other factor that is not related to the job.

It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

**POSITION DETAILS**

Job Control #:	JC-37155
Position #(s):	065-003-7500-012
Working Title:	Ombudsman, Office of the Ombudsman
Classification:	C. E. A. Level A
Salary Range:	\$6,647.00 - \$9,555.00
# of Positions:	1
Work Location:	Sacramento County
Job Type:	Career Executive Assignment - Non Tenured, Full Time
Facility:	Office of the Ombudsman

## DEPARTMENT INFORMATION

The California Department of Corrections and Rehabilitation operates all state youth facilities and adult institutions, oversees a variety of community correctional facilities and camps, and supervises all parolees during their re-entry into society. The Department's headquarters office is located in Sacramento, California.

*Vision: With our partners, we protect the public from crime and victimization.*

*Mission: We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.*

Department Website: <http://www.cdcr.ca.gov/>

## JOB DESCRIPTION AND DUTIES

Under the direction of the Chief, Office of the Ombudsman, the incumbent is an independent entity which functions as an Ombudsman or Special Advisor on sensitive issues relating to an adult institution, juvenile correctional facility, or Modified Community Correctional Facility (MCCF). The position provides management advice and consultation and makes recommendations to executive level staff in resolving sensitive and critical issues that impact a broad spectrum of areas affecting departmental policies, procedures, and programs applicable to surrounding issues of an adult institution/juvenile correctional facility/MCCF. This position serves as a key policy and public relations expert and has extensive contact with a wide variety of individuals inside and outside of state government. The position of the Ombudsman requires the ability to travel up to 75 percent of the time to meet with the adult inmate/youthful offender population and provide service to a designated caseload of adult institutions/juvenile correctional facilities/MCCFs and adult inmate and youthful offenders.

Duties include, but are not limited to:

- Monitors adult institution/juvenile correctional facility/MCCF operations and procedures by traveling to adult institutions/juvenile correctional facilities/MCCFs; researches critical issues pertaining to and working with the adult institution/juvenile correctional facility/MCCF management in developing and implementing new policies and procedures; and provides executive level advice and consultation to the Chief Ombudsman regarding the impact of criminal justice issues on the development and implementation of departmental programs and proposals. Knows and understands safety and security policies and procedures of the adult institution/juvenile correctional facility/MCCF, adult inmate/youthful offender housing and security levels, adult inmate/youthful offender work assignments, movement, and classification. Communicates substantially and effectively with adult inmates/youthful offenders and has knowledge of, and ability to, intercede in emergent situations that have the potential to become uncontrolled and/or unstable which could escalate and endanger public safety and property if not addressed. Provides education and advice regarding policy and resolution avenues to the adult inmates/youthful offenders through direct contact.

- Investigates and mitigates the most sensitive complaints/appeals that require immediate resolution; and may substantiate or refute claims made by adult inmates/youthful offenders or staff relevant to perceived problems at adult institutions/juvenile correctional facilities/MCCFs and report findings. Travels extensively to adult institutions/juvenile correctional facilities/MCCFs to conduct extensive in-depth interviews with adult inmates/youthful offenders, adult inmate/youthful offender mental health patients, both individually and in groups, to discuss emergent and potentially systemic issues surrounding adult inmate/youthful offender concerns.
- Responds to staff, adult inmates/youthful offenders and their families, representatives of various special interest groups, legislative bodies, and community groups regarding problems or potential areas of critical concern; and serves as Ombudsman for the Department in meetings with representatives of various special interest groups, adult inmates/youthful offenders and their families, and community-based groups. Resolves issues expediently to decrease the likelihood of future litigation, negative media coverage, and to increase the safety and security of the adult institution/juvenile correctional facility/MCCF, the public, and the adult inmate/youthful offender populations.
- Works collaboratively with the Division of Adult Institutions' executive staff, and participates in, and provides input to, the decision making process.

## APPLICATION INSTRUCTIONS

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered.

Final Filing Date: 11/18/2016

### Who May Apply

Individuals who are eligible to be appointed to this Career Executive Assignment (CEA) by the State of California.

### How to Apply

Completed Examination/Employment Application (STD 678) and applicable or required documents must be submitted to apply for this Job Posting. A completed copy of the Application Packet listing must be included, when submitting your application in hard copy.

### Address for Mailing Application Packages

You may mail your application and any applicable or required documents to:

Department of Corrections & Rehabilitation  
Attn: Julia Tribble  
Executive Appointments Unit  
P.O Box 942883  
Sacramento CA, 94283

## Address for Drop-Off Application Packages

You may drop off your application and any applicable or required documents at:

Executive Appointments Unit  
1515 S Street, Room 101 North  
Sacramento CA, 95811

Applications can be placed in the Office of Workforce Planning application  
"Drop Box" in the lobby.  
08:00 AM - 05:00 PM

## Required Application Documents

Please submit the following items with your application. Applicants who do not submit the required items timely may not be considered for this job:

- State Examination/Employment Application STD Form 678. All Experience and Education relating to the Minimum Qualifications listed on the Classification Specification should be included to demonstrate how you meet the Minimum Qualifications for the position.
- Statement of Qualifications - Maximum of four (4) typed pages in size 12 font, describing your experience, knowledge, and abilities as they relate to the desirable qualifications identified in this bulletin. The desirable qualifications on the Statement of Qualifications (SOQ) **must** be addressed and numbered in the same order as listed on the bulletin, and include specific examples. ***Please note: Resumes do not take the place of the SOQ. Failure to submit an SOQ will result in elimination from the examination.***
- Statement of Qualifications - Information regarding the completion of an SOQ may be obtained by clicking the following link:  
[www.cdcr.ca.gov/Career\\_Opportunities/HR/OPS/Exams/Exams\\_Executive/index.html](http://www.cdcr.ca.gov/Career_Opportunities/HR/OPS/Exams/Exams_Executive/index.html)
- Resume is required and must be included.

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request should be made at the time of contact to schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this job posting.

## EXAMINATION QUALIFICATION REQUIREMENTS

This position requires an examination to be appointed. Applicants must meet the Minimum Qualifications for the Position in order to compete in the examination.

All applicants must possess the knowledge and abilities, and any other requirements, described in this announcement.

Note: Eligibility to take a CEA examination does not require current permanent status in the civil service.

## **General Qualifications**

State civil service employees must possess essential general qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

## **KNOWLEDGE AND ABILITIES (CEA DETAILS/KSA)**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

Supervisory/administrative experience in a managerial capacity at least equivalent to a Staff Services Manager II; Correctional Administrator, Department of Corrections; Parole Administrator I, Adult Parole; Program Administrator, Correctional School; or Youth Authority Administrator, including the implementation and/or evaluation of program policies. Experience which shall have demonstrated the ability to communicate with legislators, local governmental jurisdictions, and community and civic leaders. Experience in the development and implementation of policies and procedures.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level A - Responsible for broad administrative and program activities, including the execution and/or evaluation of program policies.

CEA Level B - Responsible for extensive managerial and program administration or broad program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Level C - Responsible for extensive highly professional influence and contributes to program, policy, and the methods to provide professional services needed to set policies, to meet the mission

of the State department and often exercising technical and or professional skills that are required at this level.

#### **DESIRABLE QUALIFICATIONS (JOB DETAILS/DESIRABLES)**

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

1. Demonstrated knowledge and experience in providing management advice and consultation and make recommendations to the executive level staff in resolving sensitive and critical issues that impact a broad spectrum of areas affecting Department policies, procedures, and programs applicable to surrounding issues of an institution/juvenile correctional facility.
2. Ability to investigate and mitigate sensitive complaints/appeals that require immediate resolution and implement an effective course of action.
3. Demonstrated knowledge and experience in developing cooperative working relationships with executive level staff, institution staff/facility staff, adult inmates/youthful offenders and their families, and community groups.
4. Well-developed oral, written, and interpersonal skills. The ability to interact and communicate effectively with adult inmates/youthful offenders and their families, staff, representatives of various special interest groups, legislative bodies, and community groups.
5. Demonstrated knowledge and experience in the development and implementation of policies and procedures.
6. Demonstrated knowledge and experience in the ability to serve as a key policy and public relations expert and have extensive contact with a wide variety of internal and external customers.
7. Knowledge of rules, laws, and regulations in regard to the rights of adult inmates and youthful offenders.

#### **EXAMINATION INFORMATION (CEA DETAILS/EXAM INFO)**

This examination will consist of a review by an executive screening committee of the candidates' SOQ that describes their experience, knowledge, and abilities as they relate to the desirable qualifications identified on the bulletin, using predetermined evaluation criteria. The SOQ may also serve as documentation of each candidate's ability to present information clearly and concisely in writing since this is a critical factor to successful job performance.

If you meet the requirements stated in this announcement, you may take this competitive examination. Possession of the Examination Qualifications requirements does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of others who take this examination, and all successful candidates will be ranked according to their scores.

A minimum rating of 70% must be attained in the Examination to obtain list eligibility for this position. All candidates will receive written notification of their examination results.

The results of this examination will be only be used to fill this position. Applications will be retained for twelve months.

Hiring interviews for the Job may be conducted with the most qualified candidates.

The examining Department reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

### **SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special testing arrangements, answer the Reasonable Accommodations question appropriately on your Application (STD 678). You will be contacted to make specific arrangements. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this announcement.

### **CONTACT INFORMATION**

The Human Resources Contact is available to answer questions regarding the position or application process.

**Department Website:** <http://www.cdcr.ca.gov/>

**Human Resources Contact:**

Julia Tribble  
(916) 327-8017  
[Julia.Tribble@cdcr.ca.gov](mailto:Julia.Tribble@cdcr.ca.gov)

Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the Department's EEO Office.

**EEO Contact:**

CDCR EEO OFFICE  
(916) 255-1301  
[Personnel-HelpDesk@cdcr.ca.gov](mailto:Personnel-HelpDesk@cdcr.ca.gov)

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.